

## Targeted Wage Initiative for Federal Way WorkFirst

The application for WorkFirst will remain the same. DSHS will determine eligibility and provide their orientation with the WorkFirst message, participation requirements, and support services. After the orientation, the applicants are scheduled for individual interviews with their case manager. The IRP is then completed and appropriate applicants are referred to WorkFirst for Job Search. Participants who are currently enrolled in WorkFirst and who are not participating in the TWI pilot will have an amended IRP.

### **Orientation / Assessment**

ESD will have a new participant orientation providing an overview of program services each day at 1:00pm. Participants will be given instructions and a packet describing the new program pilot model to be used for the next 3 months. An initial assessment will be done with each full time participant on the computer using the assessment program OSCAR, created by LMEA. Part-time participants will not participate in the TWI pilot. The average number of new applicants expected is 6 to 8 per day. There will be a computer lab with 10 computers and a printer available everyday for the new participant assessment process.

The orientation packet given to participants during orientation will describe the new job search workshops available. The theme of the new workshop revolves around traveling through job search on a journey to a new job. The workshop, called, "Trip Planner", will involve travel through different modules using an international travel theme for each module (*Attachment A*). A "Passport" will be issued to the participants and will be stamped after completion of each module. A back-up checklist will be kept on file for staff to review. (*Attachment B*) After participants complete their initial assessment using OSCAR, they will discuss the results with ESD staff. At that point, both the Employment Specialist and the participant will determine which track they should take, in terms of future training and job search modules/or "Fast Track" to job search. Fast Track refers to participants who have met all of the trip planner requirements (job search competencies) and are prepared to look for work. After the appropriate track has been determined, (job search with target wage of \$9.45/hr., customized job skills training, or high wage high demand training), the participant will complete a Success Plan showing

his/her plan of action. Participants who need more time to complete the assessment, will be instructed to return the following day. The assessment will be open ended, taking new participants and having others return for completion.

Once participants have completed the assessment and success plan they can move on to complete the rest of their trip. They will have 3 weeks to finish attending the modules on their Passport. They can take a class, as many times as is needed to complete the assignment and will then receive a stamp in the Passport, certifying completion of the class. The workshop must be completed within four weeks. Depending on need, participants will be instructed to attend an off-site workshop provided by local colleges to brush up on computer skills. Renton Tech has an existing computer lab at the Kent Work First site where participants will be referred if they need to brush up on their computer/office skills. A certificate is issued upon program completion to verify computer skill level to perspective employers. Testing is done using the OPAC (Office Proficiency Assessment and Certification) system. Both King County and the City of Seattle, as well as other local employers are using this system when filling office positions.

Tracking participants off site will be done by faxing, e-mail or by CATS, if a computer is available for tracking participation.

WITH GRACE has offered to teach a workshop on site dealing with work values and motivation. DSHS has agreed to pay for three workshops and maybe more depending on the success of this workshop. DSHS has also provided WITH GRACE space to conduct their workshop. The workshop last a week and will focus on soft skills in the work environment. Participants in their third or fourth week will be scheduled for the workshop.

Renton Technical College would still like to offer "I've Got the Power" workshop. The plan to offer this depends on staffing issues at RTC. This workshop is motivational and interactive, three hours for three days. "I've Got the Power" could be offered twice a month and participants identified to attend would be in their first four weeks. The person identified from RTC to present the workshop would also help assist in the orientation/assessment module. This plan is under consideration and if approved could start in April.

WWEE is considering teaching a class regarding “Work Values”. This class would be held twice a month.

### **One to Four Weeks**

Participants determined ready to participate in the workshop modules will then be given their “Passports” and a calendar, “Itinerary” showing the classes they will need to complete within 3 weeks. Each completed module will take them closer to their destination of getting a job. Participants will not be expected to actively contact employers in search of employment at this juncture of participation. Participants who have completed the assessment and have been determined job ready (who do not require the workshop) would go immediately into the job market and work with the counselors and the Business Outreach Team.

Participants who are enrolled in part-time job search will participate in the assessment module. They will be given an orientation to programs and software offered in the resource room. Part-time participants may attend any of the modules available during their specific reporting times.

Passport activities include: Orientation Assessment, Computer Lab, Application, Resume, Mock Interviews, 60-second commercial with video taping, Money/Time Management, and Back Up Planning. The classes will be offered weekly or bi-monthly and held on site at Federal Way WorkFirst. Participants in the first four weeks of job search preparation will be required to attend the weekly VIP Symposiums with guest speakers from the colleges, community organizations, employers, etc. The Back-Up Plan module problem solving curricula, consisting of childcare and transportation planning, will be taught by the DSHS Social Workers. This allows DSHS to verify that clients have completed back-up plans as directed during their initial referral to WorkFirst. The CSO has offered additional space if needed for additional classes. Participants completing the workshop modules and having their passports stamped will receive a certificate of completion and a portfolio.

A copy of the Trip Planner will be kept on file along with any mandatory hard copies of resumes, applications, back-up plans and assessment results. A file is being kept for counselors to pull and review during the required 4, 8 and 12-week evaluations.

Participants not moving along on their trip will be referred back to the CSO case by case or, a case staffing between agency personnel and the participant will be facilitated.

ESD staff will make recommendations to DSHS whether Community Jobs or STRIVE would better serve the client. Participants returning to ESD for job search after being referred back will pick up where they left off in their Trip Planner.

Every participant will be required to complete a feedback form after completing four weeks in the program.

The Resource Room will be open every day Monday – Friday from 8:00am to 12:00pm. The office is closed for lunch from 12:00pm – 1:00 pm. The Resource Room will be open again at 1:00 – 4:00pm Monday- Thursday and Friday 1:00pm – 3:00pm. (Staff meetings are held every Friday afternoon). Monitoring the Resource Room will take a full FTE with assistance depending on volume. The front desk will be open during all office hours. Participants can pick up their bus tickets, vouchers or see a counselor as needed. Support services are requested by completing a form and submitting with proper paperwork. Counselors review requests and verify need before vouchers are created. The resource room attendant will assist with this procedure. The Resource Room Attendant will assist participants in job search skills, using WinWay, faxing, printing and copying, etc.

### **Five to Eight Weeks**

Participants in the **5 to 8-week** job search will attend a Networking module every week to discuss job leads and turn in their Employer Contact report. DSHS has contacted Dr. Washburn (a psychologist) to request facilitation of his “I Can Workshop”. Dr. Washburn has agreed to conduct this workshop and participants will be referred after their eight-week evaluation. The goal is to find out why the participant is unable to obtain work or keep a job, so those issues can be addressed. Dr. Washburn will determine the length of this workshop. Participants will sign out in CATS each day after attending the class. The rest of the time participants will be required to come in daily to use the Resource Room to assist them in their job search. The Business Employment Solutions team will also be working with this group.

Guest speakers will be scheduled at a consistent time each week to share information about jobs, community resources, college classes, and customized training. All participants will be eligible to participate in these lectures. Participation at these lectures

will be mandatory for the clients in the 1 to 4 week groups. Participants in the 5 to 8 week and 9 to 12 week stage of development may attend voluntarily.

The Business outreach team and OTED (Office of Trade, and Economic Development) have met and agreed to assist us in contacting employers and will be assisting us with hiring events and job openings. (*Attachment C*)

### **Nine to Twelve Weeks**

Participants in their 9<sup>th</sup> to 12<sup>th</sup> week will report daily with one day in a Networking module as a group. Coordination with the CSO at this time will be critical to determine what path each participant should take if employment is not secured by the end of twelve weeks. Participants completing 12 weeks will undergo an evaluation and be referred to Community Jobs, STRIVE or Job Search with DSHS approval.

Developing a partnership with Correction Clearing House is still being considered. A plan to have CCH on site is considered a very important piece to the success of this pilot. CCH and P.S. Region are still working on trying to make this a reality.

This pilot is a work in progress and all plans are subject to change.